



U.S. Consumer Product Safety Commission

***Saving Lives
and Keeping Families Safe***

**2001 Performance Plan
February 2000**

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OVERVIEW OF THE STRATEGIC PLAN FOR The U.S. Consumer Product Safety Commission (CPSC)

CPSC's Mission: To reduce unreasonable risks of injury and death from consumer products, and to assist consumers in evaluating the comparative safety of consumer products.

CPSC's Vision: A marketplace where consumer products are as free as reasonably possible from defects and hidden hazards; product designs that minimize the potential for failure and human error; routine use of early warning and protection systems; state-of-the-art information technology that rapidly identifies potentially hazardous products; and world safety standards that are modeled on the often higher standards of the United States.

STRATEGIC GOALS

Reduce Product-Related Injuries and Deaths (10-year goals)

- Reduce the product-related head injury rate to children by 10 percent.
- Prevent any increase in the death rate to children under 5 years from unintentional poisoning by drugs or hazardous household substances.
- Reduce the fire-related death rate by 10 percent.
- Reduce the carbon monoxide poisoning death rate by 20 percent.
- Reduce the electrocution death rate by 20 percent.

Provide Quality Services to the American Public (3-year goals)

- Continue to increase the number of visits by the public to CPSC's web site.
- Increase the reach of the *Consumer Product Safety Review*.
- Maintain the capability to respond to at least 350,000 Hotline calls per year.

Maintain High Levels of Customer Satisfaction with CPSC Services (3-year goals)

- Attain 85 percent success with the timeliness and usefulness of the Fast Track Product Recall program and 80 percent success with the timeliness and usefulness of the Small Business Ombudsman program.
- Maintain consumer satisfaction with the Hotline, e-mail response system, Clearinghouse and CPSC's State Partnership Program at 90 percent or better.

Executive Summary

The U.S. Consumer Product Safety Commission, an independent regulatory agency, is responsible for protecting the American public from unreasonable risks of injury and death from 15,000 types of consumer products. Our mission is simple and non-partisan: *saving lives and keeping families safe*.

Each year, there are an average of 22,000 deaths and 29.5 million injuries associated with consumer products under our jurisdiction. These injuries, deaths, and associated property damage cost the American public over \$500 billion annually.

CPSC Year 2001 Performance Goals

This annual performance plan lists measurable Year 2001 goals and activities which have been selected to speed progress towards reaching the multi-year, strategic injury and death reduction goals. Among them are:

- **Recalls and corrective actions for hazardous products**

Involving child head injuries, child poisonings, fire hazards, carbon monoxide poisonings, and electrocution hazards;

- **Recommendations for development and improvement of voluntary safety standards and codes**

Including sports headgear, playground equipment, sprinklers, portable electric fans, fixed electric air heaters, arc fault circuit interrupters, smoke detectors, range fires, gas space heaters/gas log sets, carbon monoxide alarms, ground fault circuit interrupters (GFCIs), and large appliances;

- **Lab testing, technical review, and data collection to assess and address hazards**

Involving child restraint systems, multi-use juvenile products, sports-related injuries, sports headgear, bicycle lighting, packaging designs, residential circuit breakers, flexible venting material, fail-safe design, operating controls, electrical components, gas-fired water heaters, camp heaters, GFCIs, and lamps;

- **Candidates for rulemaking or other alternatives prepared for Commission consideration**

Including child-resistant/adult friendly packaging for certain hazardous chemicals and drugs, flammability of upholstered furniture, child-resistant cigarette lighters, flammability of mattresses and general wearing apparel;

- **Monitoring the effectiveness of voluntary product safety standards**

Involving children's head injuries, fire hazards, and electrocution;

- **Public alerts and warnings**

On bicycles, all-terrain vehicles, infant products, and recreational activities (children's head injuries); fireworks, home heating, Halloween and holiday hazards, cigarette lighters, and smoke detectors (fires); *National Poison Prevention Week*; carbon monoxide safety awareness; and an electrical products safety campaign;

- **Press releases for recalled products**

Including children's head injuries, fire hazards, carbon monoxide, and electrocution hazards;

- **Publications**

On children's head injuries, fire hazards, carbon monoxide poisonings, and electrocution hazards; and

- **Video news releases**

On children's head injuries, child poisonings, fire hazards, and electrocution hazards.

Customer satisfaction goals include:

- Increasing CPSC's web site visits by the public;
- Increasing the level of *Consumer Product Safety Review* contacts;
- Maintaining the capability to respond to at least 350,000 Hotline calls per year;
- Maintaining the timeliness and usefulness of responses to industry;
- Developing additional plain language guides to regulations; and
- Maintaining consumer satisfaction with the Hotline, e-mail response system, Clearinghouse and CPSC's State Partnership Program.

Our national role in product safety is crucial. The prevention of injuries and deaths involving consumer products cannot always be addressed by the states, localities, or the private sector. In carrying out our mission, we must preserve our flexibility to respond to unforeseen safety hazards. In responding to new or emerging hazards, we may have to rearrange some priorities and adjust our annual goals.



CPSC's Annual Performance Plan for 2001

I. Introduction

A. Background. The U.S. Consumer Product Safety Commission, an independent health and safety regulatory agency, has the primary mission of protecting the American public from risks of injury and death from 15,000 types of consumer products. Each year, there are about 22,000 deaths and 29.5 million injuries associated with consumer products under the Commission's jurisdiction. Children under 5 years are most likely to require emergency room treatment and the elderly are most likely to die as a result of product-related injuries. These injuries and deaths, as well as any associated property damage, cost the American public over \$500 billion annually.

Since the agency was established in 1973, product-related death and injury rates have decreased substantially. Each year, these reductions save the American public billions of dollars. In fact, net benefits of Commission activities from three safety standards alone are estimated to total between \$1.6 and \$1.8 billion annually, more than CPSC's total cumulative budget since its inception in 1973. These safety standards annually prevent a projected 100 deaths from children playing with cigarette lighters, 150 to 200 infant deaths from poorly designed cribs; about 24,000 lawn mower injuries, primarily from amputations.

Much more needs to be done, however, to protect American families from product-related deaths and injuries. We are the only federal agency that identifies and acts on a

wide range of product hazards. In establishing the CPSC, Congress noted that consumers are often unable to anticipate risks from consumer products or to safeguard themselves, not only because of the complexities of some consumer products in the marketplace, but also because of the diverse nature and abilities of those who use the products. This is as true today as it was then. Furthermore, many consumer products are sufficiently complex and the hazards of even uncomplicated products may be sufficiently hidden, that government action to inform or otherwise protect the public is a wise use of taxpayer dollars.

B. Strategic Goals. To further reduce product-related injuries and deaths, we focused our efforts in five specific hazard areas. In our first strategic plan under the Government Performance and Results Act (the Results Act), we set goals to: reduce the estimated 650,000 annual product-related head injuries to children under 15 years old; prevent any increase in the relatively low number of unintentional poisoning deaths to children under 5 years old from hazardous household substances and drugs; reduce deaths from residential fires that claimed over 4,000 lives in 1996; reduce carbon monoxide poisoning deaths, many of which involve gas-fueled heating appliances; and reduce deaths from electrocutions caused by such products as household wiring, power tools and appliances.

Along with our primary mission of protecting the American public, we are also charged with alerting the public to important safety information to assist consumers in evaluating the comparative safety of consumer

products. To this end, we set strategic goals to increase the public's access to safety alerts, recalls, press releases and publications. Specifically, we established goals to increase contacts to our web site, increase the reach of our journal, the *Consumer Product Safety Review*, and maintain our capability to respond to 300,000 or more Hotline calls annually. Finally, we set strategic goals to maintain the already high levels of customer satisfaction with our Hotline, Clearinghouse, and State Partners program, and for the timeliness and usefulness of our services to industry. These strategic goals have time lines ranging from 3 years for service quality and customer satisfaction goals, to 10 years for injury and death reduction goals.

II. CPSC's Approach to Product Safety: Ongoing Activities (Means) and Strategies

In 1999, we adopted a new budget program structure that aligns the budget and annual performance plans more closely. In this section, we describe the budget programs and the key activities or strategies we use to reduce product hazards and make progress towards our strategic goals.

A. Budget Program: Reducing Product Hazards to Children and Families. We classified hazards into four general categories. These are:

- Children's hazards
- Fire and electrocution hazards
- Household and recreation hazards
- Child poisonings and other chemical hazards.

For each hazard type, we use three key activities to reduce product hazards. These are: (1) developing and strengthening safety standards (the responsibility of Hazard

Assessment and Reduction); (2) initiating recalls or correcting defective or violative products (the responsibility of Compliance); and (3) alerting the public (the responsibility of Consumer Information).

1. Developing and strengthening safety standards (Hazard Assessment and Reduction). We conduct investigations into the factors contributing to product hazards and use this information to develop and strengthen safety standards. We may decide to encourage the development or modification of voluntary safety standards or, if no voluntary standard is feasible, develop or modify mandatory safety standards.

Much of our work in saving lives and making homes safer is through cooperation with industry. Since 1994, we have worked cooperatively with industry to develop over 60 voluntary standards while issuing only 13 mandatory rules, a five-to-one ratio of voluntary to mandatory standards. We found that not only can voluntary standards be as effective as mandatory standards, they can be faster and less costly to implement.

The process of developing or strengthening voluntary standards is not entirely within our span of control or influence. We first submit recommendations for new standards, or modifications of existing standards, to the voluntary standards committees. The committees meet to discuss what the requirements in the standard should be, complete technical work to support the requirements, vote on and publish a proposal for public comment, resolve negative comments, and vote on and publish a final standard. We participate in the process by providing expert advice, technical assistance, and information based on data analyses as to the circumstances surrounding reported incidents. Our voluntary standards policy does not permit us to vote on proposed changes or

new standards; however, our comments are considered throughout the process.

This process could take as little as a few months or may take several years. While the development of recommendations is within our span of control and the actual development of the proposed standards within our span of influence, the publication and effective dates for the final standards often are not. Thus, this annual performance plan includes goals for voluntary standards development at the recommendation stage.

Safety standards may also be developed through regulation. We oversee five statutes in all and have issued regulations under most of them (see Appendix A). We usually work cooperatively with industry to develop an effective voluntary standard. We issue a mandatory standard only when we find that a voluntary standard will not eliminate or adequately reduce the risk of injury or death or it is unlikely that there will be substantial compliance with a voluntary standard. The procedures for issuing mandatory rules require that there will be at least one opportunity for public comment before the Commission issues a final rule.

2. Initiating recalls or correcting defective products and violations of safety standards (Compliance). One of our most important and powerful tools is recalling or correcting defective and violative products. Although we do not approve products for safety before they are marketed, as soon as we learn that products violate mandatory safety standards or are defective, so as to create a substantial risk of injury or death, we can require companies to remove them from the marketplace.

Defective products are identified by staff or by firms who are required by law to report potential product hazards or violations of standards to the Commission. If an evaluation

justifies pursuing a corrective action, we work with the firm to voluntarily recall the defective or violative product. If a firm refuses to recall a product voluntarily, we may litigate to require a recall. In nearly all cases, firms work cooperatively with us to conduct a recall.

Recently, we streamlined our activities by initiating two programs to assist industry in complying more quickly with our regulations: the Fast-Track Product Recall Program and the Small Business Ombudsman Program. We developed the Fast-Track program to streamline the process of recalls for firms that were willing and prepared to recall their products quickly. Because every recalled defective product represents a potential injury or death, removing these hazardous products from the marketplace faster can prevent more injuries and save more lives. A recent evaluation found that recalls under the Fast-Track program were almost three times faster than traditional recalls and, on the average, were implemented within eight days. The Fast-Track program received Vice-President Gore's National Partnership for Reinventing Government Hammer Award and was a 1998 winner of the Innovations in American Government Award sponsored by the Ford Foundation and Harvard University.

We developed the Small Business Ombudsman program to help small firms comply more easily with product safety guidelines by providing them with a single point of contact for assistance and information. The Ombudsman coordinates a clearly understandable response from our technical staff and ensures that firms receive the information they need within three business days.

3. Alerting the Public (Consumer Information). We warn the public about product-related hazards through print and visual media, our Hotline and web site, and other outreach activities. We develop and

provide safety information for the public through safety alerts, news releases, video news releases, publications including the *Consumer Product Safety Review*, national and local television appearances, and Hotline messages. When knowledge of a hazard requires immediate warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases).

For warnings that need to be repeated -- and most do -- we rely more heavily on outreach by partnering with other organizations and by developing programs, such as Baby Safety Showers and Recall Roundups, which are easily replicated by other organizations.

Recently, we streamlined the activities of the Hotline and Clearinghouse, and developed a web site, three programs that provide safety information to the public. The Hotline, a winner of Vice-President Gore's Hammer Award, receives consumer complaints and provides information on product hazards and recalls to the public. The Clearinghouse provides injury data to our staff and the public and provides manufacturers with consumer complaints, reported incidents, and incident investigations involving their products.

Our web site has grown from 10,000 visits per month from the public in 1996 to an average of 200,000 visits a month in 1999. We post and spotlight recall notices on our web site the same day as the news release announcing the recall. Consumers and firms can file reports of unsafe products on-line and firms are ensured of confidentiality by encrypted transfer of data. Children can access a special section of the site with safety information 4 Kids and product safety information is also available in Spanish.

B. Budget Program: Identifying and Researching Product Hazards. The two key activities in this program are (1) hazard

identification and analysis and (2) applied product hazard research.

1. Hazard Identification and Analysis.

The Commission is a data-driven agency and bases its decisions on the data it collects to assess the causes and scope of product-related injuries and deaths. This information comes from a variety of sources. Our National Electronic Injury Surveillance System (NEISS) provides statistically valid national estimates of product-related injuries from a random sample of hospital emergency rooms with about 330,000 product-related cases each year. We review about 8,700 death certificates each year purchased from all 50 states to help us determine the number of product-related deaths. We review about 6,000 news clips and 10,000 incident reports from consumers, lawyers, fire departments and other sources each year to learn about additional injury and death information. We also conduct about 4,000 follow-up investigations of individual cases, either by telephone or through on-site visits, to more accurately determine the causes of the injuries or deaths, the products involved, and the circumstances surrounding the incident.

We analyze data from these sources to identify hazardous products and causes of the injuries and deaths. Through these data sources, we:

- Determine the extent and nature of a hazard by developing national injury estimates;
- Identify factors contributing to product-related injuries and deaths through interviews with consumers who were injured or relatives of those who were injured or died;
- Characterize the risk by developing estimates of products-in-use or affected populations; and

- Assess potential approaches to reducing a hazard through technical feasibility studies and product testing at our laboratories.

2. Applied Product Research. In the 2000 budget, we requested funds to reestablish a modest program of applied research to enhance our ability to investigate and find solutions for complex safety problems involving consumer products. This important capability allows us to search for new ways to reduce some of the nation's most significant product-related injuries and deaths without allocating funds from other project areas. While our request was not funded due to budget constraints in 2000 and 2001, we will continue to request funding for this important initiative.

III. Measuring Annual Goals

In developing annual performance measures and goals, we considered the nature of, and constraints on, our activities stemming from factors beyond our control. The following sections describe:

- A. Estimated and targeted annual goals in our performance plan,
- B. The context of yearly fluctuations,
- C. Annualized goals, and
- D. The need to maintain flexibility in responding to product hazards.

A. Estimated and Targeted Annual Goals. We engage in different types of activities that require two different types of annual goals. We engage in activities that *react* to unforeseen critical safety problems in the marketplace (such as recalls, corrective actions, and news releases) and *planned*

activities that address known product hazards (such as developing safety standards).

For activities that address unforeseen safety issues, annual goals are more appropriately characterized as *estimates*. We set numerical estimates for these types of activities based on a review of six years of historical data. However, the actual number of recalls, corrective actions, and news releases responding to unpredictable events in 2001 will probably vary depending on the mix of safety-related problems arising during that year.

For activities that address known product hazards, annual goals are *targets* set for completing a certain number of activities, e.g., sending a targeted number of recommendations to voluntary standards organizations designed to address head injuries.

B. Yearly Fluctuations. For each annual goal with a target or projection in 2000 and 2001, we also provide the actual results for 1998 and 1999. Note that for many annual goals, fluctuations in numerical values over the three-year period are a normal occurrence, as each year presents different challenges. Thus, a decrease in any number does not necessarily mean there has been a decrease in our efforts or a reduction in protection of the public. For example, a technically complex recall, such as the recall of high temperature plastic vent pipes used in heating systems and installed in over 250,000 homes, requires a great deal of resources and effort. When we initiate such a recall, it may mean that we initiate fewer recalls of other products. However, the effort by the agency and the number of consumers protected may actually increase.

C. Annualized Goals. An annualized goal sets a target for a percentage of the strategic goal that will be achieved in a given

year. For example, if a strategic goal is set to reduce the fire-related death rate by 10 percent in 10 years, an annualized goal could be to reduce this death rate by 1 percent each year.

It is usually difficult for regulatory agencies to establish annualized goals because the impact of their activities may take years to be seen.¹ Injury and death reductions depend, in part, on how long consumers keep specific products before replacing them with newer, safer products, and many of the products that we target for action have a fairly long life. The effect on injury or death reductions, in these cases, would not be measurable until consumers replaced a substantial proportion of older products with safer products. For example, arc fault detection devices are a promising new technology that may prevent fire deaths. Implementation of this technology may take many years to be reflected in the reduction of fire-related deaths because it will be used initially only in new home construction.

We set annualized goals wherever appropriate. Annualized goals for 2001 are to:

- Maintain the low death rate for unintentional poisonings to children under 5 years old at 2.5 deaths per million from drugs and other hazardous household substances;
- Increase web site contacts by 1,660 percent compared to those in 1997;
- Increase the reach of the *Consumer Product Safety Review* by 300 percent compared to baseline in 1997;

¹GAO (June 1997). *Managing for Results: Regulatory Agencies Identified Significant Barriers to Focusing on Results*. Report to Committee on Governmental Affairs, U.S. Senate and Committee on Government Reform and Oversight, U.S. House of Representatives.

- Maintain the Hotline's capacity to respond to 350,000 calls from the public; and
- Attain an 85 percent success rate with the timeliness of the Fast-Track Product Recall program and an 80 percent success rate with the timeliness of the Ombudsman program.

For our remaining hazard reduction goals, we will track product-related injuries and deaths each year and examine any reductions in the light of Commission actions.

D. Need for Flexibility. Responding to critical risks and hazards may occasionally force us to rearrange priorities and adjust annual goals. Because our budget and staff were cut significantly during the 1980s, and remain at that low level today, our resources are lower than they should be to deal with the wide range of issues the agency faces. When we need to respond quickly, we often must shift staff and resources. For example, in 1998, we obtained recalls of about 8.4 million Omega brand fire sprinklers after we found that they did not function in 17 fires that caused over \$4.3 million in property damage. We tested these sprinklers at various locations across the country and found that, on the average, about 30 to 40 percent failed to activate as they should. The Omega sprinklers have been installed in homes, schools, hospitals and other buildings including the Smithsonian Museums and the U.S. Capitol that house many of the country's historical artifacts. This hazard resulted in a substantial delay of other work because of extensive laboratory testing, field investigations; engineering evaluations; firm negotiations; and the development and resolution of CPSC's lawsuit against the manufacturer.

IV. Annual Performance Goals for 2001

Annual goals for 2001 are found on pages 8 to 39. We set performance goals for the key activities or strategies that we use to reduce

product hazards. These activities include developing or strengthening safety standards, obtaining recalls or corrective actions, conducting data analyses and laboratory tests, warning the public through various actions and providing services to consumers and industry.

ANNUAL PERFORMANCE GOALS FOR 2001 (by Strategic Goal)



KEEPING CHILDREN SAFE FROM HEAD INJURIES

STRATEGIC GOAL: Reduce the rate of head injury to children under 15 years old by 10 percent from 1996 to 2006.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	47.0	\$4.611
2000 Plan	44.0	\$4.531
2001 Plan	52.0	\$5.714

THE HAZARD

Head injury is a leading cause of death and disability to children in the United States. Almost 500 children under 15 years old die each year from head injury trauma related to consumer products. In 1998, there were an estimated 650,000 product-related head injuries to children under 15 years old treated in hospital emergency rooms, or about 60 percent of all head injuries.² In recent years these comprised 60 percent of all head injuries and over half to children under 5 years old. Studies have shown that children have a higher risk of head injury than adults and that children's head injuries are often more severe than many other injuries and can have life-altering consequences.

² Estimates for 1999 are not available because the data are not complete.

In recent years about 80 percent of the head injuries to children under 15 years old were diagnosed as concussions, fractures and internal head injuries, potentially the more serious head injuries. The types of consumer products under the Commission's jurisdiction that are most often associated with head injuries to children include bicycles, playground equipment, and other juvenile products. Participation in sports is also associated with high numbers of children's head injuries.

MEANS AND STRATEGIES

To reduce head injuries to children, in 2001 we will: develop proposals for voluntary standards for sports headgear and playground equipment; complete testing and analysis for a variety of children's products; and complete evaluations of sports headgear and bicycle lighting. We will also participate in the

voluntary standards process with committees that received CPSC's recommendations for new or modified safety standards in 1999 and 2000. In 1999 and 2000, we plan to send recommendations for playground equipment, playground surfacing, baby swings, high chairs, infant carriers, trampolines, sports-related head gear, bassinets, cradles, changing tables and window guards. In 2001, we will follow the progress of these recommendations and make additional recommendations, as necessary.

We will also focus on those products with defects that may cause head injury, and when appropriate, pursue recalls and corrective actions, issue press releases, and warn the public about the hazards of bicycle-riding, All-

Terrain Vehicles, older style baby walkers, infant carriers, the need for head protection for various recreational activities, the need for adequate protective surfacing around playground equipment, and the need to maintain that surfacing.

The projects and activities in this plan address over 135,000 head injuries to children under 15 years old treated in hospital emergency rooms, resulting in over \$10.5 billion in societal costs. (Societal costs are based on costs of head injuries treated in hospital emergency rooms, doctor's offices and clinics.) (Note: for crosscutting goals with other agencies for reducing head injuries see pages 51 to 54.)

ANNUAL HEAD INJURY-RELATED GOALS FOR 2001 (by Key Activity)

A. Hazard Assessment and Reduction

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Send recommendations to voluntary standards organizations	5	6	2	2
A-2. Complete testing/data collection/hazard analysis activities	6	0	3*	5
A-3. Complete technical review activities to assess the adequacy of voluntary standards	--	--	--	1

*The completion of one project, Child Restraint Systems, was deferred until 2001.

A-1. Prepare and send to voluntary standards organizations recommendations to strengthen or develop two voluntary safety standards.

Sports Headgear

Develop a voluntary standard proposal for a helmet used for a recreational activity.

Playground Equipment

In 2000, CPSC staff completed a special study to identify hazard patterns involved in playground injuries occurring in home, public and daycare locations. Based on the outcome of this study, develop a voluntary standard proposal to address

identified hazards.

A-2. Complete five testing, data collection or hazard analysis activities to evaluate the need for, or adequacy of, safety standards.

Child Restraint Systems

Develop and test concepts for passive restraint systems for effectiveness, ease of use, proper sizing and child-proofing to prevent falls from a variety of products such as infant carriers, infant swings, strollers, changing tables, bicycle carriers, and baby jumpers. This project was deferred from 2000.

Multi-Use Juvenile Products

Complete evaluations (engineering, human factors reviews and data analyses) of two or more multi-use juvenile products to determine the need for new standards or revisions to existing standards. Examples of these products include car seats that convert to infant carriers or baby swings, soft carriers that convert to infant seats, and infant high chairs that convert to youth seats. Potential hazards associated with these products include falls and entrapments.

Sports-Related Injuries

Assess injury patterns over a number of different sports with a focus on head injury for children. Develop trends in the rate of injury using the National Sporting Goods Association's participation data and update death data.

Bicycle Lighting

Partner with the National Highway Traffic Safety Administration (NHTSA) to evaluate the effectiveness of different types of bicycle lighting. CPSC engineers will support the evaluation by providing their technical expertise in assessments of field test observations.

Plastic Failures

Develop an engineering materials and design guide to address falls and asphyxiations from products with structural parts made of plastic that fail or break, such as plastic latching mechanisms on infant carriers and plastic hinges on high chair legs. The guide is intended to assist manufacturers in producing safer children's products.

A-3. Complete one technical review to evaluate the adequacy of voluntary standards.

Sports Headgear

Monitor the progress of voluntary standards for different types of sports headgear through the approval process. During 2001, contribute technical expertise by providing assessments of issues raised by committee members, reviewing draft standards, and submitting staff comments as appropriate.

B. Compliance

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Initiate recalls and corrective actions (unregulated)	13	20	15*	15*
B-2. Correct violations and initiate recalls (regulated)	2	14	10*	10*
B-3. Monitor existing voluntary standards	--	2	1	2

* Projected goal -- the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of head injury through:

- B-1. *Recalls and Corrective Actions*** Pursue for recall or other corrective actions a projected 15 products that present a substantial risk of head injury.
- B-2. *Violations and Recalls*** Identify and correct a projected 10 violations that fail mandatory safety standards that address head injury.
- B-3. *Monitoring Voluntary Standards*** Monitor two existing voluntary standards likely to reduce head injuries to determine the number of firms in compliance.

C. Consumer Information

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Conduct public education efforts	2	3	4	4
C-2. Alert the public of recalls through press releases	17	19	15	15
C-3. Produce VNR for recalled product	6	7	5	5
C-4. Respond to consumer requests for publications	121,500	567,000*	160,000	160,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Issue four public alerts or warnings on:

- Bicycles* Promote the use of bicycle helmets and safe bicycle-riding practices that prevent head injuries to children.
- All-Terrain Vehicles (ATVs)* Warn teenagers, parents and other caregivers of ATV hazards and promote the use of helmets and safe riding practices that prevent head injuries to children.

Infant Products

Warn parents about the hazards of older style infant products such as high chairs, baby walkers and infant carriers and inform them about the safety features of the newer style products.

*Recreational
Activities*

Warn about the need for child head protection in recreational activities such as in-line skating, skiing and snowboarding.

Alert the public to the hazards of head injury through:**C-2. Press Releases**

For recalled products presenting a substantial risk of head injury, initiate a projected 15 press releases to warn the public.

**C-3. Video News Release
(VNR)**

For at least one recalled product, work with the manufacturer of the recalled product to produce 5 VNRs.

C-4. Publications

Respond to consumer requests for a projected 160,000 checklists, booklets, and safety alerts warning about head injury hazards.



KEEPING FAMILIES SAFE FROM FIRE HAZARDS

STRATEGIC GOAL: Reduce the rate of death from fire-related causes by 10 percent from 1995 to 2005.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	164.1	\$16.509
2000 Plan	164.2	\$16.722
2001 Plan	158.2	\$17.435

THE HAZARD

In 1996, over 4,000 people died and 19,000 were injured because of fires that started in their homes. These fires resulted in property losses of about \$5 billion. Children are particularly vulnerable. Each year about 900 children under the age of 15 die of fire-related causes and about 600 of these deaths are to children under the age of 5 years. In fact, children under age 5 have a fire death rate more than twice the national average. Children at increased risk are often those from low income and minority families who live in poorer urban and rural areas.

Most deaths occur from fires that start at night while families are asleep. Four times as many victims die of inhaling smoke and toxic gases than from burns. Products most often involved in fire deaths are upholstered furniture, mattresses and bedding, and heating equipment. These three product categories account for about 50 percent of the fire deaths.

MEANS AND STRATEGIES

In 2001, we will focus on preparing for Commission consideration four candidates for rulemaking or other alternatives. The candidates are upholstered furniture, cigarette lighters, mattresses, and general wearing apparel. We will also prepare proposals to develop or modify six voluntary standards or codes for: sprinklers, portable fans, fixed air heaters, arc fault circuit interrupters, smoke detectors and range fires. We will complete data analyses and technical review activities for hazards related to several products including residential circuit breakers, and sprinklers.

These projects and activities have the potential to address all fire-related injuries, deaths, and property damage resulting in \$26 billion in societal costs. (Note: for crosscutting goals with other agencies, see pages 52 to 55.)

ANNUAL FIRE-RELATED GOALS FOR 2001 (by Key Activity)

A. Hazard Assessment and Reduction

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Provide candidates for rulemaking or other alternatives	0	1	2*	4
A-2. Send recommendations to voluntary standards organizations	7	7	6	5
A-3. Complete hazard analysis/data collection/technical feasibility studies	6	6	7	7

*One rule, upholstered furniture, was deferred in 1999 and in 2000 because of Congressional action.

A-1. Prepare for Commission consideration four candidates for rulemaking or other alternatives.

Upholstered Furniture

To address the risk of small open flame-ignited fires involving upholstered furniture, the Commission may: (a) continue the rulemaking process by issuing a final rule; (b) work with standards-setting groups to complete a voluntary safety standard; or (c) consider other alternatives. (A Commission decision on a proposed rule planned for 1999 was deferred because of a Congressional mandate to study the safety of flame retardant chemicals that may be used in furniture fabrics to meet a standard. In 2000, we expect to receive a final report from the National Academy of Sciences and continue our work on a small open flame test method and if appropriate, a proposed rule.)

Cigarette Lighters

To address the risk of children starting fires from playing with cigarette lighters, staff may propose amending the cigarette lighter standard. This standard first became effective in 1994 and requires cigarette lighters to be child resistant. In 2000, staff will complete an evaluation of the effectiveness of the standard that may indicate the need for amendments, particularly of the test protocol. For example, the test protocol may need to be modified to reduce both the cost and time required to complete the tests.

Mattresses

In 1996, there were 130 deaths from ignition of mattresses and bedding by small open flame sources such as lighters, matches, and candles. In 2000, staff will evaluate an industry-sponsored study to assess the effectiveness of alternative fire control strategies and the need for standards to address them.

*General Wearing
Apparel*

Staff will respond to comments on a possible advance notice of proposed rulemaking and if appropriate, develop a proposed rule for Commission consideration to update the test methods in the standard for the flammability of clothing textiles. Updated test methods will more accurately represent actual use conditions and prevent dangerously flammable fabrics from reaching consumers.

A-2. Prepare and send to voluntary standards or code organizations recommendations to strengthen or develop five voluntary standards or codes:*Sprinklers*

Develop recommendations to the voluntary standards and/or building codes to address issues related to areas such as performance, design, installation and maintenance.

Portable Electric Fans

Evaluate the causes of fires originating in window-mount and oscillating types of portable electric fans in 2000. In 2001, complete a review of incident data, a technical review of safety standards and laboratory testing. Based on this information, develop and submit proposals, as appropriate, to revise the voluntary standard.

Fixed Electric Air Heaters

Evaluate the causes of fires associated with fixed room air heaters in 2000. In 2001, complete a review of incident data, a technical review of safety standards and laboratory testing. Based on this information, develop and submit proposals to revise the voluntary standard, as appropriate.

*Smoke Detectors
(Status Indicator)*

Smoke detectors are a proven fire prevention strategy, but too many homes have detectors that are not working, about 16 million households in 1992. To increase the number of working smoke detectors, develop and submit recommendations to the voluntary standard, as appropriate, for an effective indicator by which consumers can readily determine the status of the smoke detector.

Range Fires

Submit recommendations to the voluntary standards organization to address cooking fires. Cooking fires are a leading cause of residential fires and fire injuries.

A-3. Complete seven data analysis and technical review activities to evaluate the need for, or adequacy of, safety standards.*Residential Circuit
Breakers*

Study the performance of residential-type circuit breakers to determine if improvements are needed.

<i>Flexible Venting Material</i>	Complete analysis of the role of flexible venting materials in house fires and determine the scope of its use. Complete a review of current standards for adequacy to prevent separation or material failure.
<i>Fail-Safe Design</i>	Complete analysis and redesign of a consumer product that presents a serious fire hazard when it fails. The redesign will demonstrate the use of fail-safe principles to reduce the fire hazard.
<i>Operating Controls</i>	Complete an evaluation of the effects that power interruption may have on the proper operation of controls for gas-fired appliances.
<i>Electrical Components</i>	Complete evaluation of the role of various electrical components (such as batteries, electrical connection methods, and metal oxide varistors in surge suppressors) in contributing to the fire hazard associated with appliances. Complete a technical review of applicable safety standards and laboratory testing and evaluation.
<i>Gas-Fired Water Heaters</i>	Monitor the development of new products that reduce the risk of flammable vapor ignition from spilled gasoline or solvents. These fires have resulted in deaths and serious burn injuries.

B. Compliance

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Initiate recalls and corrective actions (unregulated)	58	70	55*	55*
B-2. Correct violations and initiate recalls (regulated)	526	595	400*	400*
B-3. Monitor existing voluntary standards	1	0	2	2
B-4. Conduct import surveillance	1	2	2	2

*A projected goal -- the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of fire-related death through:

B-1. <i>Recalls and Corrective Actions</i>	Pursue for recall or other corrective actions a projected 55 products that present a substantial risk of fire-related death.
---	--

- B-2. Violations and Recalls** Identify and correct a projected 400 violations that fail mandatory fire safety standards.
- B-3. Monitoring Voluntary Standards** Monitor two existing voluntary standards likely to reduce fire-related deaths to determine the number of firms in compliance.
- B-4. Import Surveillance** Conduct port-of-entry surveillance for two products for which fire safety standards are in effect.

C. Consumer Information

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Conduct public education efforts	4	5	5	5
C-2. Alert the public of recalls through press releases	43	57	45	45
C-3. Produce VNR for recalled product	7	11	5	5
C-4. Respond to consumer requests for publications	180,000	469,000*	160,000	160,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Issue five public alerts and warnings on:

Fireworks

Conduct the annual campaign for the Fourth of July holiday season to alert consumers to the common hazards associated with legal and illegal fireworks. The campaign includes a news conference to demonstrate the hazards; announcements of fireworks recalls; and publication of injury prevention tips. Develop and conduct a safety campaign to promote safe use of fireworks and to prevent fireworks-related injuries and deaths throughout the nation during millennium celebrations.

The campaign began on July 4, 1999 and will continue through New Year's Day 2001. The campaign will focus particularly on the July 4 and New Year's Eve celebrations, when we expect the use of fireworks to increase. To maximize the reach of this effort, we invited a broad range of national organizations and state health and safety agencies to join us as partners. This has already resulted in a fireworks safety brochure that has received wide distribution.

Home Heating

Issue safety information designed to give consumers information related to home electrical system inspections; fuel-fired heating equipment; coal and woodstoves; and smoke detectors.

Halloween Hazards

Warn about the dangers of children's costumes catching on fire

from candles, matches, or cigarette lighters.

Holiday Hazards

Warn about the risk of fire from decorative light strings and natural trees, as well as provide information on the safe use of candles and fireplaces.

Cigarette Lighters

Warn about the risk of fire from children under 5 years playing with cigarette lighters and multi-purpose lighters. Both cigarette and multi-purpose lighters are required to incorporate child resistant features to help prevent their operation by children under age 5.

Alert the Public to Fire-Related Hazards through:

C-2. *Press Releases*

For recalled products presenting a substantial risk of fire-related deaths, initiate an estimated 45 press releases.

**C-3. *Video News Releases
(VNR)***

Complete five VNRs, including: (1) for at least one recalled product, work with the manufacturer of the product to produce a VNR; and (2) produce VNR for the fireworks safety campaign.

C-4. *Publications*

Respond to consumer requests for an estimated 160,000 checklists, booklets, and safety alerts warning about fire-related hazards.



KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

STRATEGIC GOAL: Reduce the rate of death from electrocutions by 20 percent from 1994 to 2004.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	19.6	\$1.917
2000 Plan	24.6	\$2.462
2001 Plan	25.8	\$2.816

THE HAZARD

There are almost 200 deaths from consumer product-related electrocutions each year in the United States. About 10 percent of the deaths are to children under 15 years old.

The deaths occurred most often because an electrical current came in contact with a victim's body and traveled through the victim to the ground. Most of the deaths could have been prevented by installing ground fault circuit interrupters (GFCIs). These are inexpensive electrical devices that are installed in household electrical circuits and in some small appliances. However, not all homes and products are adequately protected by GFCIs.

The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures, antennas, power tools, and small and large

appliances.

MEANS AND STRATEGIES

In 2001, we will concentrate our efforts on (1) strengthening voluntary standards and codes to reduce electrocutions by increasing the effectiveness and use of devices that make home wiring systems safer; (2) completing evaluation of selected products such as lamps, appliances, GFCIs and a fail-safe device; (3) ensuring compliance with electrical safety standards by monitoring existing safety standards and identifying products that present a substantial electrical hazard for corrective action plans; and (4) providing electrical safety information to the public. The total cost to society of the electrocution hazards to be addressed in 2001 is estimated at over \$1.2 billion.

ANNUAL ELECTROCUTION-RELATED GOALS FOR 2001 (by Key Activity)

A. Hazard Assessment and Reduction

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Send recommendations to voluntary standards organizations	0	2	1	2
A-2. Send recommendations to national code groups	1	1	1	1
A-3. Complete hazard assessments	--	--	--	3

A-1. Prepare and send to voluntary standards organizations recommendations to strengthen or develop two voluntary standards:

Large Appliances (Protective Devices)

To address the hazard of electrocutions, develop recommendations to voluntary standards that would require built-in shock protection, improved grounding, or improved insulation systems for products such as large appliances and air conditioners. These products accounted for approximately 15 percent of consumer product-related electrocutions in 1996.

GFCIs (Status Indicator)

To increase the number of working GFCIs, develop and submit recommendations to the voluntary standard for an effective indicator so consumers can determine whether the GFCI is functioning properly.

A-2. Provide recommendations to national code groups:

National Electrical Code

Support code proposals to required enhanced (fail-safe) GFCIs in specific circuits (e.g., outdoor outlets) that present the highest risk of electric shock or electrocution.

A-3. Complete three testing, data collection, or hazard analysis activities.

Lamps

Complete analysis of clamp lamps with ungrounded metacamps and reflectors, hand-held lamps (often referred to as trouble lamps) and other work lights and appliances to determine the applicability of shock preventive designs.

Fail-Safe Design

Complete analysis and redesign of a product that presents an electrocution hazard when it fails. The redesign will demonstrate the use of fail-safe principles to reduce the electrocution hazard.

GFCIs

Complete laboratory testing of enhanced GFCIs that incorporate a status indicator. These indicators increase protection from electrocution by allowing consumers to determine whether or not the device is working properly.

B. Compliance

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Initiate recalls and corrective actions	38	23	25*	25*
B-2. Monitor existing voluntary standards	1	1	1	1

*Projected goal -- the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of electrocution through:

- B-1. *Recalls and Corrective Actions*** Pursue for recall or other corrective action an estimated 25 products that present a substantial risk of electrocution.
- B-2. *Monitoring Voluntary Standards*** Monitor one existing voluntary standard to determine the number of firms in compliance.

C. Consumer Information

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Conduct public education efforts	0	0	1	1
C-2. Alert the public of recalls through press releases	8	13	8	8
C-3. Respond to consumer requests for publications	47,500	75,500*	45,000	45,000
C-4. Produce VNR for recalled product	0	1	1	1

*Includes a one time effort to distribute publications to state and local users.

Alert the public to electrical hazards through:

- C-1. *Recall Roundup*** As part of the annual Recall Roundup campaign, encourage consumers to dispose of old electrical products that have a high risk of electrocution as part of our annual recall roundup safety campaign.
- C-2. *Press Releases*** Initiate an estimated eight press releases to advise the public of

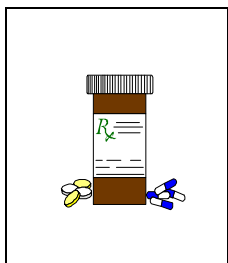
recalled products with a substantial risk of electrocution.

C-3. *Publications*

Respond to consumer requests for an estimated 45,000 safety alerts, checklists and booklets.

**C-4. *Video News Release
(VNR)***

For at least one recalled product, work with the manufacturer of the recalled product to produce a VNR.



KEEPING CHILDREN SAFE FROM POISONING HAZARDS

STRATEGIC GOAL: The rate of death from unintentional poisonings to children under 5 years old from drugs and other hazardous household substances will not increase beyond 2.5 deaths per million children from 1994 to 2004.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	26.7	\$2.657
2000 Plan	18.6	\$2.033
2001 Plan	16.9	\$1.975

THE HAZARD

Drugs and other hazardous household chemical substances that are not in child-resistant packaging can be easily opened by children. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentional³ ingestion of these substances. In 1970, Congress enacted the Poison Prevention Packaging Act (PPPA) requiring child-resistant packaging. Since the PPPA became law, deaths to children under 5 years have declined substantially to an average of less than 50 deaths annually.

While child poisoning deaths have been relatively low for a number of years, the Commission has seen evidence that without continued surveillance, the death rate could increase. For example, when ibuprofen was granted over-the-counter status, child-resistant packaging was no longer required. This

resulted in a substantial increase in ibuprofen ingestions. There is further concern because of the large number of poisoning incidents. In 1998, over 116,000 children under the age of 5 were treated in hospital emergency rooms following ingestion of household products. Of these, about 85,000 were related to ingestions of household chemicals and drugs. We estimate societal costs of almost \$3 billion for these poisoning incidents.

MEANS AND STRATEGIES

We select possible candidates for child-resistant packaging in two ways: (1) by monitoring ingestion incident data for consumer products that are causing serious injury to children under 5 years of age, and (2) by identifying products with chemicals known to be potentially hazardous if ingested by children to determine the need for child-resistant packaging. We also test certain child-resistant packaging for compliance with regulations, for example, when a product has been involved in a death or serious injury.

³Unintentional ingestions are those not supervised or administered by an adult.

ANNUAL POISONING-RELATED GOALS FOR 2001 (by Key Activity)

A. Hazard Assessment and Reduction

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Provide candidates for rulemaking	2	2	1	1

A-1. Prepare for Commission consideration, a notice of proposed rulemaking or a final rule for at least one hazardous substance for child-resistant packaging.

B. Compliance

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Correct violations and initiate recalls	15	21	30*	30*
B-2. Conduct human performance testings	4	2	4	4

*Projected goal -- the actual number of violations will depend on the mix of safety-related problems arising during the year.

B-1. Pursue for recall or other corrective actions a projected 30 products that violate safety regulations.

B-2. Conduct human performance tests on four packaging designs for compliance with child-resistance and adult-friendly requirements.

C. Consumer Information

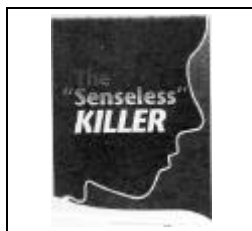
Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Coordinate health and safety campaign	1	1	1	1
C-2. Produce VNR for recalled product	1	1	1	1
C-3. Issue press releases	7	1	3	3
C-4. Respond to requests for publications	63,000	191,000*	60,000	60,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Coordinate a health and safety campaign by partnering with the Poison Prevention Council and related organizations to promote child-resistant packaging and other poison prevention measures during National Poison Prevention Week.

C-2. Produce a VNR on the hazards of unintentional poisonings to children.

- C-3.** Issue 1 press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings and 2 press releases about recalls (as they are identified by CPSC's Compliance office).
- C-4.** Respond to consumer requests for an estimated 60,000 checklists, booklets and other publications on preventing poisonings.



KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

STRATEGIC GOAL: Reduce the rate of death from carbon monoxide poisoning by 20 percent from 1994 to 2004.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	15.4	\$1.540
2000 Plan	16.0	\$1.631
2001 Plan	17.0	\$1.938

THE HAZARD

Carbon monoxide (CO) is a poisonous gas that has no smell, color or taste -- truly a "senseless" killer. This gas is produced by burning any fuel, such as gas, oil, wood, or coal, so that any fuel-burning appliance is a potential CO source.

The latest available data show that over 200 people die and almost 8,000 are injured each year from unintentional CO poisoning-related incidents, excluding incidents involving auto exhaust and fires, at a societal cost of about 2 billion dollars annually. Children under 15 years account for almost half of the deaths and over 35 percent of the injuries. Because some of the symptoms of CO poisoning may mimic common illnesses such as influenza or colds, there is a high incidence of missed initial diagnosis. Not only are victims frequently unaware of exposure to CO, but health care providers often do not suspect or check for CO poisoning.

MEANS AND STRATEGIES

In 1997 and 1998, we sent recommendations for revisions to the voluntary standards committees for camping heaters and furnaces, meeting our goals for these products a year early. In 1999 and 2000, we continued to work with the various voluntary standards committees for final adoption of these revisions. In 1999, final approval of the revisions to the voluntary standard for camping heaters was completed and in 2000 we will work with industry to achieve adoption of these revisions, with an effective date in the same year. In 2001, we will test new camping heaters to determine if they meet the new CO emissions requirements.

In 2001, we may prepare recommendations to strengthen or develop additional voluntary standards based on testing activities completed in 2000 if warranted by the results of the tests. Testing activities in 2001 include assessing carbon monoxide emissions from gas space heaters and gas log sets.

ANNUAL CARBON MONOXIDE -RELATED GOALS FOR 2001 (by Key Activity)

A. Hazard Assessment and Reduction

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Send recommendations to voluntary standards organizations	3	2	2	2
A-2. Complete hazard analysis/data collection/testing activities	2	1	3	1

A-1. Prepare and send to voluntary standards organizations recommendations to strengthen two voluntary standards.

Gas Space Heaters
Gas Log Sets

In 2000, CPSC staff plans to conduct laboratory tests of gas room heaters to determine if revisions should be made to procedures used to determine unacceptable levels of carbon monoxide emissions, as defined in the voluntary standard. Based on this testing, in 2001 staff will make recommendations to the voluntary standard for gas space heaters and/or gas log sets to address potentially hazardous CO emissions.

CO Alarms
(Status Indicator)

Staff will explore the feasibility of requiring CO alarms to incorporate in their design an indicator to let the consumer know that the sensor functions properly. If appropriate, staff will develop and submit a recommendation to the voluntary standard organizations for such a requirement.

A-2. Complete one testing and data collection activity on:

Camp Heaters

Complete laboratory tests of camping heaters to determine if new products meet the new CO emission requirements in the recently revised voluntary standard.

B. Compliance

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Initiate Recalls and Corrective Actions	4	0	2*	2*

*Projected goal -- the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

Identify and act on products that present a risk of death from CO poisoning through:**B-1. *Recalls and Corrective Actions***

Pursue for recall or other corrective actions a projected two products that present a substantial risk of death from CO poisoning.

C. *Consumer Information*

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Conduct public education efforts	2	0	2	2
C-2. Alert the public of recalls through press releases	1	1	1	3
C-3. Respond to consumer requests for publications	51,000	74,500*	50,000	50,000

*Includes a one time effort to distribute publications to state and local users.

C-1. Conduct two public education efforts.*Nationwide Outreach*

Through the State Partners Program, develop and implement a public health campaign with all 50 states to inform consumers, health and medical professionals about the hazards of CO poisoning. In this campaign, promote CO alarms manufactured to the revised Underwriters Laboratories standard and the revised International Approval Service standard. Hold press conferences and media events in 25 locations nationwide.

CO Safety Awareness

Issue a press release to alert consumers about the sources of CO poisoning and the means to prevent and detect CO buildup in homes.

Alert the public to the hazards of CO poisoning deaths through:**C-2. *Press Releases***

For recalled products presenting a substantial risk of death from CO poisoning, initiate an estimated three press releases to warn the public.

C-3. *Publications*

Respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards.

INFORMING THE PUBLIC

STRATEGIC GOAL: An increase in consumer awareness of CPSC safety information from 1997 to the year 2001 through:



- Continuing to increase CPSC's web site contacts;
- Increasing the reach of the Commission's publication, the *Consumer Product Safety Review*;
- Maintaining the capability to respond to Hotline calls for safety information at or above 350,000 per year.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	2.7	\$0.796
2000 Plan	3.2	\$0.940
2001 Plan	3.2	\$0.963

THE PROGRAM

Part of our mission is to assist consumers in evaluating the comparative safety of consumer products. Our communication network is two-way: we inform the public about the safe use of consumer products and recalls of unsafe products. We also receive reports from the public about unsafe products, as well as inquiries about product recalls.

In recent years, the way the American public communicates has changed drastically. There has been an explosion in telecommunications through electronic media as consumers have turned increasingly to the Internet to obtain the information they want. In response to this demand, we developed a web site and streamlined our Hotline to

provide safety information more efficiently and effectively to those requesting it. To reach both health and safety professionals and the public, CPSC created a new quarterly publication, the *Consumer Product Safety Review* (*Review*), and provided access to it through the agency's web site.

ANNUAL GOALS FOR 2001

In setting our strategic goals, we focused on maintaining our recent gains in Hotline calls from consumers and continuing to add features to our web site to encourage greater access by the public. We also found that providing the *Review* electronically saves mailing costs while expanding the reach of important safety information.

A-1. Web Site Contacts - Increase web site contacts from the 1997 base.

Annualized Strategic Goal	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Cumulative increase in visits to CPSC's web site from 1997	148%	885%*	1,660%*	1,660%*

* Cumulative since 1997.

Background. CPSC's web site (www.cpsc.gov) was established in April 1996 to widen and speed public access to important safety information. The site started out simply, allowing for the retrieval of basic information such as press releases (usually announcing product recalls) and the Commission's public meeting calendar. Over time, new features have steadily been added, such as allowing the public to make on-line reports of product hazards.

The web site is regularly updated and recall notices are posted the same day that they are approved. The number of users of the web site has grown rapidly from 10,000 visits⁴ per month in 1996 to an average of over 167,000 visits a month in 1999. One satisfied customer, who accessed a recall notice on the web site, said, I acquired this product as a hand-me-down....Your information possibly prevented me from having a potential fire or other damage. Keep up the good work!

Means and Strategies. Improvements to the web site often occur quite rapidly after technological advances, making it difficult to forecast what will be accomplished in 2001 beyond the targeted increase in web site users. The quality and extent of recent improvements, however, are examples of the types of changes that attract increased use by

consumers and industry. For example, in 1999, the public was able to:

- Access a new 4 Kids section that has been upgraded to include games and sounds;
- Obtain all materials in standard web formats (html and pdf) as we eliminated materials that were only on our former Gopher site;
- Access more materials using Lynx for visually impaired users;
- Use an automated on-line form for subscribing to CPSC's e-mail recall subscription list;
- Experience improved speed and reliability of access to the web site through upgraded equipment support; and
- Experience improved information search capability of web site particularly for information on recalled products.

We expect continued improvements to our web site. They will be reported in our Annual Performance Reports.

⁴ Web site visits are defined as the number of contacts made through distinct servers, such as those from Internet provider addresses, companies and government agencies.

B-1. *Consumer Product Safety Review (Review)* - Increase the reach of the *Review*, the Commission's quarterly publication on safety issues through subscriptions and web site visits by 2001.

Annualized Strategic Goal	1997 Actual	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. By 2001, increase the reach of the <i>Review</i> through subscriptions and web site visits.	--	38%	154%*	300%*	300%*
Subscriptions	1,600	1,500	1,000	1,000	1,000
Web site visits	8,500	12,500	24,600	40,000	40,000

* Increase since 1997.

Background. The *Consumer Product Safety Review*, first published in the summer of 1996, offers an in-depth look at the latest hazards associated with home and recreational products, as well as the most significant current recalls of consumer products. Each issue also contains information on deaths involving consumer products submitted by medical examiners and coroners across the country, information that was previously published in CPSC's *MECAP News*. The document is available on the Internet at CPSC's web site. Starting in 1998, the *Review* included automobile recalls from the National Highway Traffic Safety Administration.

Means and Strategies. We set a goal for 2001 to increase the combined *Review* readership level to 300% from the baseline in 1997. Because of the shrinking pool of potential subscribers and the increased costs of soliciting and maintaining renewals, printing, mailing, and distribution, we will increasingly promote the availability of the *Review* on the agency's web site. We will also continue our efforts to interest groups and individuals in subscribing to the *Review*.

In 2001, we will contact approximately 500 national non-profit organizations, health care professionals, trade associations, companies, medical schools, and others to inform them of what the *Review* offers, interest them in either accessing it on our web site or subscribing, and encourage them to promote the *Review* to their membership in their newsletters. We will use any or all of the following means to reach these potential readers: marketing pieces, mailing lists, personal contact, telephone, letter, fax, and e-mail. Staff also will contact subscribers whose subscriptions have expired to encourage them to renew.

We will continue to distribute and promote the *Review* at our own and other organizations' conferences, seminars, and roundtables. In addition, field staff members will continue to distribute and promote the *Review* to professionals and organizations they encounter in the course of their ongoing investigative, compliance, and public affairs work.

C-1. Hotline- Maintain the capacity to respond to the high number of Hotline calls for safety information.

Annualized Strategic Goal	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Maintain the capacity to respond to calls from the public.	300,000	400,000	350,000	350,000

Background. The Hotline is a toll-free, 24 hour-a-day, 7 day-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safer products and safe product use; and how to order safety publications. The Hotline offers information primarily in English and Spanish and, if requested, in selected other languages as well.

A winner of Vice President Gore's National Partnership for Reinventing Government "Hammer Award", the Hotline was significantly improved so that it could smoothly handle large numbers of calls.

Before the Hotline was improved, two back-to-back recall announcements almost caused the collapse of the telephone system. At one point the entire 800 service along the eastern seaboard nearly crashed due to the backup of calls. After improvements, the Hotline has gone from handling 179,000 calls per year to more than 400,000 in 1999; the number of consumer complaints alerting the Commission to potential product hazards more than doubled to about 4,000 a year; and the average cost per call decreased from \$2.00 to \$1.40.

Means and Strategies. By September 1999, the Hotline received an unprecedented 410,000 calls from the public. In part, this

increased volume was due to our strategy to generate media attention by aggressively marketing our safety messages. In 1999, calls increased because of:

- frequent appearances on television network "morning shows" by the Chairman and other staff announcing high-profile recalls;
- staff appearances on the Oprah Winfrey and Sally Jesse Raphael shows discussing recalls, offering CPSC recall lists, baby safety publications, and home safety tips.

Our hotline number is usually announced on these shows and the public invited to call us to receive regularly published information about recalls and request safety-related publications. We believe that two other strategies in 1999 also increased the number of calls: we now regularly feature several recalls on each morning show and provide a single hotline number -- the CPSC number-- rather than several numbers for the recalling firms. We will continue these strategies in the future, and will work hard to meet or exceed the number of Hotline calls we received in 1999. However, consistently achieving this high level of success is heavily dependent on receiving free media attention.

INDUSTRY SERVICES



STRATEGIC GOAL: By the year 2001, attain 85 percent success with the timeliness and usefulness of the Fast-Track Product Recall program and 80 percent success with the timeliness and usefulness of the Small Business Ombudsman program for industry.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	29.3	\$2.792
2000 Plan	33.2	\$3.248
2001 Plan	33.2	\$3.510

THE PROGRAM

The Commission's Compliance program ensures that firms comply with the laws, regulations and safety standards that protect consumers from hazardous and defective products. When a violation of a safety standard is found, or a defective product is identified, we work cooperatively and quickly with industry to obtain a correction of the violation or recall of the hazardous product, as appropriate.

Recently, we initiated two programs to assist industry in complying more quickly with our regulations: the Fast-Track Product Recall (Fast-Track) and Small Business Ombudsman programs. Under the Fast-Track program, a firm that reports and corrects a problem quickly is not subjected to an agency staff preliminary determination that their product presents a substantial risk of injury. Other advantages of this program for industry include reductions in paperwork, red tape, and potential legal expenses related to the recall of potentially defective products. For CPSC, advantages of this program include removing

hazardous products from consumers' hands more quickly. The Fast-Track program received Vice President Gore's National Partnership for Reinventing Government "Hammer Award" and was a 1998 winner of the "Innovations in American Government Award" sponsored by the Ford Foundation in conjunction with Harvard University's School of Government and the Council of Excellence in Government. To date, over 300 firms have participated in the program, resulting in about 400 corrective action plans involving over 50 million product units.

With the Small Business Ombudsman program, we help small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from our technical staff. So far, we have helped over 2,000 small businesses that called our Ombudsman. Our program was cited in the National Ombudsman Report to Congress on Regulatory Fairness as one of the best programs in the Federal government.

ANNUAL GOALS FOR 2001

In 2001, we will assess industry's response to the modifications and improvements made in 2000 and further assess our success with the timeliness and usefulness of the program. The Fast-Track and Ombudsman programs will

become more institutionalized and a part of usual operating procedures; thus timeliness standards will be maintained for both programs. We will also develop plain language guides for CPSC regulations. These guides will benefit the Fast Track and Ombudsman programs, as well as other programs in Compliance.

Maintain the timeliness of response to industry

Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. Fast-Track timeliness standards met	90%	95%	90%	90%
A-2. Small Business Ombudsman timeliness standards met	60%	84%	80%	80%

A-1. *Fast-Track*

Complete a technical review and initiate a recall within 20 days 90 percent of the time.

A-2. *Ombudsman*

Respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 80 percent of the time.

Institute appropriate improvements based on assessments by industry in 1999:

B-1. *Fast-Track*

In 1999, we asked participants in the Fast Track program to tell us how it could be improved. Based on our review of the comments, we concluded that the Fast Track program as it is currently constituted requires no substantial changes. In 2000, we will continue to monitor industry's response to the Fast Track program and in 2001 make any changes that will enhance our success with its timeliness and usefulness.

B-2. *Ombudsman*

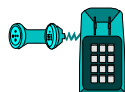
In 1999, we asked participants in the Ombudsman program to tell us how it could be improved. In 2000, we will adopt appropriate suggestions and pilot test these changes. In 2001, we will assess industry's response to the changes and further assess our success with the timeliness and usefulness of the program.

C-1. Develop plain language guides to regulations:*Regulations*

In 2000, we plan to develop brief guides for 15 of the 25 CPSC regulations where most of our compliance efforts have been targeted so that industry can quickly and easily understand how to comply. In 2001, we will develop brief guides for the remaining 10 regulations. These guides include descriptions of the purpose of the regulation and the regulation's requirements.

CONSUMER SATISFACTION WITH CPSC SERVICES

CPSC's Toll-Free
Hotline Number:
1-800-638-CPSC



STRATEGIC GOAL: Maintain the high level of satisfaction of consumers with the Hotline, e-mail response system, Clearinghouse, and the States with CPSC's State Partnership Program at 90 percent or better through the year 2001.

Total Resources for This Goal		
Fiscal Year	FTEs	Amount (in millions)
1999 Actual	17.8	\$1.768
2000 Plan	16.8	\$1.739
2001 Plan	16.8	\$1.862

THE PROGRAM

We alert the public to important safety information through a variety of sources including the Hotline, our web site (www.cpsc.gov), National Injury Information Clearinghouse, State Partners Program, and responding to individual e-mail messages received at specially established addresses.

The Clearinghouse provides data to the public in response to over 5,000 requests each year. It also alerts manufacturers to potential hazards associated with their products, providing them with consumer complaints, reported incidents and accident investigations involving their products. The State Partners Program, using limited CPSC funds and CPSC-developed safety information, brings product safety services to consumers through cooperative programs with state and local governments. The program extends CPSC's reach throughout the Nation.

Goals for the e-mail response system were new in 2001. They were added as we found more and more consumers choosing this method to communicate with us to request information or report product hazards.

ANNUAL GOALS FOR 2001

The Hotline, Clearinghouse, and State Partners program each developed customer service standards in 1995, surveyed their customers in 1996,⁵ and made improvements based on suggestions from the surveys. In 1999, surveys were again conducted to determine customer satisfaction and adherence to customer service standards. In 2000, activities to maintain high levels of customer satisfaction with CPSC services include

⁵See *Meeting Our Customer Service Standards*, U.S. Consumer Product Safety Commission, September 1996 for a summary of the survey results.

improving those services based on suggestions from the surveys and from staff, and continuing to meet published customer service standards through on-going monitoring of timeliness standards.

A. Hotline Services (1-800-638-CPSC)

In 2000, the Hotline will maintain the high levels of consumer satisfaction through administering a performance-based contract for Hotline representatives who deal directly with the public, meeting its customer service timeliness standards, and instituting appropriate improvements based on 1999 assessments.

The Hotline's performance-based contract was instituted for the first time in 1997. Under this type of contract, we evaluate the performance and reward high performance levels of Hotline representatives. Incentive fee

payments are determined through an innovative evaluation process developed by CPSC staff. We calculate a performance score based on six weighted performance categories specified in the contract: contract management; contractor knowledge of issues and procedures; customer satisfaction; accurate and timely preparation of consumer reports about unsafe products and other required production reports; operation of consumer communications services such as the Hotline automated message system and e-mail response system (for messages sent to us at info@cpsc.gov); and development and implementation of service improvements. We evaluate performance monthly and summarize it quarterly; we derive incentive fee payments from the quarterly evaluations. This evaluation process has improved communications between CPSC staff and the contractor regarding performance, as well as mutual exploration of solutions to problems.

Hotline Services Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
A-1. 30 seconds or less to reach a Hotline representative	*	*	90%	90%
A-2. Respond to after-hours voicemail messages the next business day	76%**	90%**	85%	85%
A-3. Process product incident reports within 8 working hours	74%	79%	85%	85%
A-4. Acknowledge or respond to e-mail requests within 8 working hours	--	--	--	90%
A-5. Maintain performance contract at designated level.	--	--	85%	85%

*Data not available. **Estimated from random samples. --No goal for that year.

Maintain consumer satisfaction with Hotline services through:

A-1. Hotline

Maintain the time of 30 seconds or less to reach a Hotline representative 90 percent of the time.

A-2. Voicemail

Respond to after-hours voicemail messages the next business day 85 percent of the time.

- A-3. Incident Reports** Process consumer product incident reports within 8 working hours 85 percent of the time.
- A-4. e-mail** Acknowledge or respond to e-mail inquiries by the next business day 90 percent of time.
- A-5. Customer Service** Maintain our innovative Hotline contract administration system to provide incentives for achieving a quarterly contract performance level rating of at least 85 percent. Higher ratings result from effective contract management, timely response to consumers, timely, thorough responses to e-mail requests and consumer incident reports, and other performance measures.

B. National Injury Information Clearinghouse

The National Injury Information Clearinghouse (Clearinghouse) provides the public with technical information relating to the prevention of death and injury associated with consumer products. Requests for injury data are assigned to technical information specialists who search agency databases and publications to tailor responses to each customer's needs. Most of the more than 5,000 requests received each year are completed within five business days.

The Clearinghouse also contacts consumers to request verification of information contained in reports of unsafe products they submit to us through our Consumer Hotline, the Internet, or by mail. Requests for verification are mailed to consumers within 48 hours after the report arrives in the Clearinghouse. After verification is received, these reports are sent to appropriate manufacturers to alert them to incident reports about their products. Manufacturer responses to the Clearinghouse regarding these reports are then reviewed by our staff.

Clearinghouse Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
B-1. Hotline incident reports mailed for verification within 48 hours	*	90%	95%	95%
B-2. Reports to manufacturers sent within 48 days	*	*	90%	90%
B-3. Other timeliness customer service standards met	94%	94%	95%	95%

*Data not available.

Maintain consumer satisfaction with Clearinghouse services through:

- B-1. Incident Report Verification** Mail requests for verification of information in product incident reports to consumers within 48 hours after their reports are received in the Clearinghouse 95 percent of the time.
- B-2. Manufacturers' Alert** Provide manufacturers with copies of verified incidents and

investigations in which their products are named within 48 days of receiving the report in the Clearinghouse 90 percent of the time.

B-3. Customer Service

Continue to meet or exceed 1996 customer service levels for timeliness standards.

C. State Partners Program

CPSC's State Partners program works in cooperation with a group of state and local officials to deliver CPSC services to consumers. Most of these cooperative activities at the state level complement those performed by the Commission's field staff and are done at little or no cost to the federal

government. For example, CPSC field staff coordinates with state officials every April to reannounce previously recalled products. CPSC's Recall Roundup program provides materials and expertise while the states provide drop-off locations for collection of recalled products, in addition to coordinating publicity about the events in their individual states.

State Partners Program Annual Goals	1998 Actual	1999 Actual	2000 Proposed	2001 Proposed
C-1. Recall Round-Up in all 50 states.	50	54*	50	50
C-2. Conduct product safety activities in the states	20	50	50	50

*Includes territories and the District of Columbia.

Maintain consumer satisfaction with the State Partners Program's services through:

C-1. Recall Round-Up

Develop and implement a Recall Round-Up program with our State Partners in all 50 states to encourage the repair, return, or destruction of selected consumer products not meeting safety standards.

C-2. Product Safety Activities

Conduct 50 product safety activities including media events, congressional events, education seminars and safety consultations, through the Recall Round-up campaign.

C-3. Customer Service

Implement appropriate suggestions for improvements from the 1999 customer service survey.

V. Resources, Processes and Technologies Needed to Meet the Performance Goals

This section describes the (A) processes, (B) technologies (capital assets), (C) regulations, (D) treatment of major management problems and (E) resources required to achieve the performance goals and indicators. It also provides the methodology for allocating CPSC's budget request to strategic goal activities in the Annual Performance Plan; the resources distributed by strategic goals; and a crosswalk between the budget programs and strategic goals. We will use benchmarking, streamlining, business process reengineering, and other techniques to make our operations more efficient and effective.

A. Processes

We plan to achieve our annual goals by using our current operational processes. These are described more fully on pages 2-5 and include:

- Identification and analysis of hazards;
- Applied product hazard research;
- Development of voluntary or mandatory product safety standards and guidelines;
- Application of voluntary or mandatory corrective actions, including product recalls;
- Distribution of information to the public on how to avoid product hazards; and
- Fostering of partnerships with other government agencies and private organizations.

B. Capital Assets/Capital Programming

We have one major capital asset acquisition planned in support of our performance goals -- an investment in information technology (IT).

Our investment in IT has a direct impact on our ability to achieve our mission and strategic goals. We use IT to speed access to injury and death information in order to set priorities for use of our resources; support various voluntary and mandatory approaches to reducing hazards; and more quickly reduce hazards to American consumers. In addition, thousands of administrative staff hours have been saved by automating various tracking, planning, and mission-critical systems needed to accomplish organizational tasks, expanding staff time devoted to injury reduction activities. This has benefited the various CPSC programs established to carry out the agency's mission.

Current IT System. The current IT support system has been greatly improved in the past several years. Using off-the-shelf technology, we have: developed, improved, and then applied IT to more than 30 "mission critical" data base applications; placed a personal computer on every desk top; implemented a headquarters local area network, as well as a field-wide area network; established an award-winning telecommuter program for agency field staff; and improved the agency's information collection and dissemination capabilities through Internet/World Wide Web access, FAX services and upgraded consumer Hotline facilities.

Improved Productivity. We can cite a number of examples of improved agency operations resulting from the application of IT. Implementation of an aggressive field telecommuter plan has reduced office charges by \$500,000 annually. Annual costs to operate CPSC mainframe-based applications at a computer center run by another government

agency decreased from \$475,000 in 1995 to \$130,000 in 1997 as we moved these applications to our own computer system. Annual costs of \$40,000 for printing and mailing were saved by providing customers with our press releases and weekly public calendar via the Internet and fax. Continuing improvements in our data base applications, information technology equipment, and software are estimated to result in further productivity increases, improved customer service and operational efficiency; this translates into the ability to act and inform the public more quickly, and thus save more lives and reduce more injuries.

Year 2000 Compliance. Year 2000 conversions and upgrades were all made within time frames established by OMB. No problems were identified in the “rollover” from 1999 to 2000.

Year 2001 Request. As a data driven agency, we depend even more than in the past on information technology to sustain the current level of agency productivity and success in reducing deaths and injuries. We have successfully used information technology to increase agency productivity and cope with resource reductions.

To maintain the effectiveness of our use of information technology, we must continue to invest in our information technology infrastructure. By FY 2001, we will have reached a point where significant portions of our information technology equipment inventory will be at the end of their useful life and our operating software will be several years old. We need an additional \$750,000 to establish a three to four year replacement cycle for our computer equipment and to be able to update our software. We also need \$260,000 to purchase new systems to further enhance our productivity. Through cross-servicing with another federal agency, a new human resource

system could automate most personnel actions and eliminate inefficient manual conversion of personnel actions into payroll actions. An off-the-shelf automated travel management system would be acquired to speed up travel expenditure documentation and eliminate travel documentation paperwork.

C. Regulations

In 2001, the Commission may consider rules for drugs and household chemicals that are hazardous to young children, work on rulemaking for mattresses and cigarette lighters, and continue work on the upholstered furniture rulemaking. These are briefly described below.

PPPA. Commission efforts through promulgation and enforcement of the regulations of the Poison Prevention Packaging Act (PPPA) have played a key role in reducing drug and household chemical poisoning deaths of children. In 2001 we will (1) continue PPPA rulemaking activities proposed in 2000 requiring child-resistant packaging on certain substances and (2) review chemicals identified as potentially hazardous and recommend PPPA rulemaking as appropriate.

Cigarette Lighters. The CPSC staff may recommend amending the cigarette lighter standard. This standard became effective in 1994 and requires cigarette lighters to be child resistant to prevent child play fires. In 1999, we will complete an evaluation of the effectiveness of the standard and, if needed, recommend amendments to the standard to improve its effectiveness.

Mattresses. In 1996, there were 130 deaths from ignition of mattresses and bedding by small open flame sources such as lighters, matches, and candles. In 2000, we will evaluate an industry-sponsored study to assess the effectiveness of alternative fire control strategies and the need for standards to address

them.

Upholstered furniture. To address the risk of small open flame-ignited fires involving upholstered furniture, in 2001 the Commission may (a) continue the rulemaking process by issuing a final rule; (b) work with standards-setting groups to complete a voluntary safety standard; or (c) consider other alternatives.

In 1994, the Commission granted, in part, a petition from the National Association of State Fire Marshals (NASFM) to initiate a proceeding to regulate upholstered furniture flammability. The Commission published an advance notice of proposed rulemaking (ANPR) on small open flame ignition risks and deferred action on the portion of the petition dealing with cigarette ignition risks. From 1992 to 1996, small open flame furniture fires caused an annual average of 90 deaths, 420 injuries and \$40 million in property damage - about 80 percent of all open flame losses. Estimated average societal costs were about \$560 million.

Previously, CPSC staff developed a draft small open flame standard; elements of this effort included flammability testing, test method development, flame retardant chemical evaluation and economic analysis. In 1998, the Commission held a public hearing to gather data on the potential toxicity of flame retardant chemicals that may be used to meet a flammability standard. In the Commission's 1999 appropriation, Congress directed the Commission to contract with the National Academy of Sciences (NAS) to conduct an independent, 12-month study of the toxicity of flame retardants that might be used to meet a flammability standard.

In 2000, we expect to receive a final report from NAS and continue our work on a small open flame test method. The staff may also recommend that the Commission issue a notice of proposed rulemaking (NPR) or take other

appropriate action. The Commission may also consider whether to take action with respect to cigarette-ignited fires and whether to consider the need for a labeling requirement for polyurethane foam filling materials, as requested in a 1999 petition from the NASFM.

General Wearing Apparel. If the Commission issues an ANPR, the staff will respond to comments and if appropriate, develop a proposed rule for Commission consideration to update the test methods in the standard for the flammability of clothing textiles. Outdated test methods allow discrepancies between actual use conditions and compliance tests. Tests and procedures need amending to prevent dangerously flammable fabrics from reaching the consumer.

D. Treatment of Major Management Problems and High-Risk Areas

We do not have any major problems of fraud and mismanagement in our programs and operations. We are committed to addressing problems of fraud and mismanagement in programs and operations, if they were to arise through: (1) the Office of Inspector General, responsible for audits, inspections, special reports, and investigations; (2) the Office of the Chairman, responsible for the annual Federal Financial Managers Improvement Act (FFMIA) report to the President and Congress; and (3) the Senior Management Council, responsible for internal control reviews and annual letters of assurance. The Commission has no "high-risk areas" and has not been identified as having such high risk areas by either GAO or OMB. Should any future management problems arise, we are committed to resolving them through existing agency mechanisms such as the Chairman's FFMIA Report and the Senior Management Council.

E. Resources Needed to Accomplish Annual Goals

For 2001, the budget request for the agency is \$52.5 million with a staff level of 480 Full Time Equivalents (FTEs) nationwide. All of the annual goals outlined in this document assume that the \$52.5 million or equivalent purchasing power will be available for 2001. We may need to adjust the annual goals to reflect the actual level of funding and staff made available to the agency.

Most of our resources are allocated to professional and technical staff who identify product-related hazards; investigate and act on product safety hazards and violations of safety regulations; provide recommendations to the Commission for decision-making; and inform the public about product safety. After staff salary and related space rental costs, less than 20 percent of our annual budget is available for other critical support costs, such as injury data collection, in-depth investigations, independent expert technical evaluations, and travel in support of investigations and voluntary standards development. Our challenge is to work within these constraints while maintaining enough flexibility to fulfill our mission of protecting the public.

Allocation Methodology. Resources in the Annual Performance Plan are allocated between our two budget programs, “Reducing Product Hazards to Children and Families,” and “Identifying and Researching Product Hazards.” These budget programs include activities that support the strategic goals and reflect both direct and indirect costs. We used these steps to estimate the resource allocation for each strategic goal:

- Determined the direct costs for each strategic goal for those activities that were classified by hazard in the budget (e.g., resources for the upholstered

furniture project were directly applied to the goal for reducing fire-related deaths.)

- Determined direct costs for those strategic goal activities that were not classified by hazard in the budget, such as consumer information activities. Staff estimated the distribution attributable to the strategic goals using historical data and expert judgement.
- Proportionately distributed indirect costs, such as administration, space rent, etc., to the strategic goals for each program.

We combined direct and indirect costs for each goal area. The total resources allocated to Results Act activities in the Annual Plan are likely conservative because historical data is not available to classify some activities by strategic goal. Improved resource estimates will be available in the future as our databases are modified to respond to the Results Act requirements.

Resource Distribution. In 2001, almost 70% of our total budget, or over \$36 million, and over 67% of agency staff, or 323 FTEs, are devoted to activities directly related to meeting the strategic goals. The remainder of the resources, about 30%, is devoted to mission-related work on other hazards, such as non-head injury related hazards to children. We may set injury or death reduction goals for these other hazards in future strategic plans.

Table A presents the crosswalk between our budget programs and Results Act goals. We devoted most of our resources (\$43 million) to “Reducing Product Hazards to Children and Families.” Within this budget program, about 70% of our resources (\$30 million) is devoted to Results Act work. The allocations range from 100% for reducing fire and electrical hazards to 15% for reducing

household/ recreational hazards.

For the remainder of the budget, we devoted a smaller, but important, amount of the overall resources (about \$9 million) to “Identifying and Researching Product Hazards.” For this budget program, we allocated 68% of the resources for hazard identification and analysis.

Figure 1 presents the distribution of resources allocated to Results Act work by strategic goal. We devoted substantial resources (48%) to reducing fire-related deaths, reflecting the high number of deaths for this particular hazard (over 4,000 people in 1996).

This hazard also disproportionately claims the lives of 900 children each year. We devoted additional resources (21%) to children through activities designed to reduce child head injuries and prevent any increase in child poisoning deaths. Our resources devoted to reducing CO poisoning and electrocutions are at 5.4% and 7.8% respectively, reflecting hazards of similar

magnitudes.

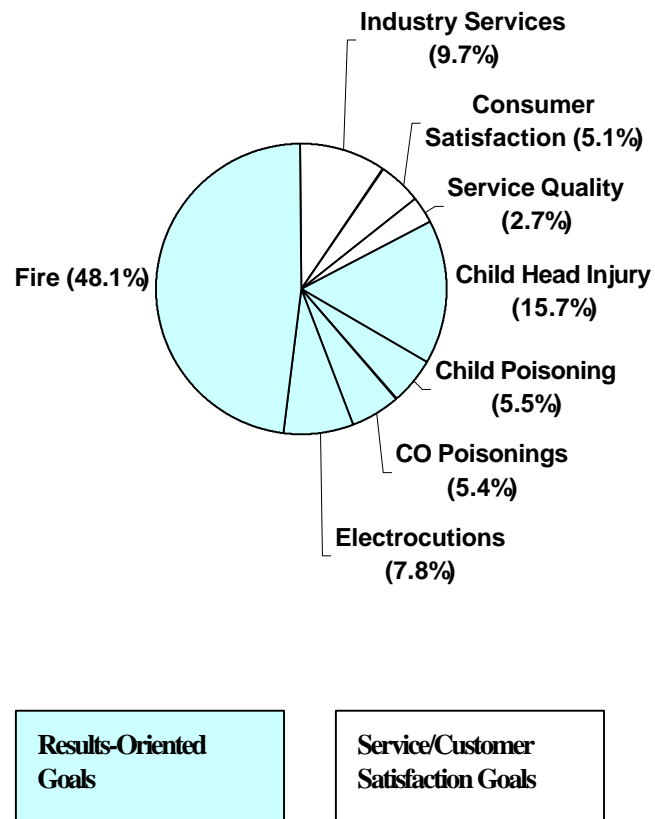
We devoted about 18% of the 2001 resources to meeting strategic goals for service quality; industry advice and guidance; and consumer satisfaction. About 10% of these resources support activities for achieving success with the timeliness and usefulness of the Fast Track Product Recall and Small Business Ombudsman programs. We initiated these programs to assist industry in complying with CPSC’s regulations and to correct problems quickly. We devoted about 5.1% of the resources to consumer satisfaction with CPSC’s services. Satisfaction with our services may encourage consumers to use the safety information they receive from us, resulting in safer consumer behaviors. Finally, we devoted 2.7% of the resources to service quality. This allows for maintaining the Hotline’s capacity to respond to at least 350,000 calls per year and encouraging public contacts with our web site and publication, the *Consumer Product Safety Review*.

Table A
2001 Crosswalk Between Budget Programs and Results Act Goals
(Dollars in Millions)

Budget Programs	Results Act	Other Hazard Work	Total Agency
<i>Reducing Product Hazards to Children and Families</i>	<i>30,018 (69%)</i>	<i>13,322 (31%)</i>	<i>43,340 (100%)</i>
Reducing Children's Hazards	5,806 (44%)	7,258 (56%)	13,064 (100%)
Reducing Fire and Electrocution Hazards	19,576 (100%)	0 (0%)	19,576 (100%)
Reducing Household/Recreation Hazards ⁶	602 (15%)	3,549 (85%)	4,151 (100%)
Reducing Child Poisonings/Other Chemical Hazards	4,034 (62%)	2,515 (38%)	6,549 (100%)
<i>Identifying and Researching Product Hazards</i>	<i>6,192 (68%)</i>	<i>2,968 (32%)</i>	<i>9,160 (100%)</i>
Hazard Identification and Analysis	6,192 (68%)	2,968 (32%)	9,160 (100%)
Applied Product Hazard Research	0 (0%)	0 (0%)	0 (100%)
Total	\$36,210 (69%)	\$16,290 (31%)	\$52,500 (100%)

⁶While there is no Results Act goal for "Reducing Household/Recreational Hazards," we allocated resources to this category from those devoted to our customer service/satisfaction goals. Customer service/satisfaction goals affect all budget programs because we collect data, warn the public and institute corrective actions for all hazard categories.

Figure 1
Distribution of 2001 Results Act Resources



VI. Program Evaluations

Program evaluations used to develop the strategic plan. Strategic targets for the extent of injury and death reductions in each hazard area were based on statistical analyses of data and staff expertise. We calculated 10 year trends of injuries and deaths at both the product and hazard levels. Staff experts in a particular hazard area set specific targets after assessing the potential actions of the Commission and the effect of joint efforts with other organizations and industry. They also made assumptions concerning the outcomes of potential technical feasibility studies.

Customer service/satisfaction goals were based on information from surveys and tracking systems, as well as staff expertise as to what could be accomplished in a given time span. Only one goal, the level of success with the timeliness and usefulness of the Small Business Ombudsman and Fast-Track Product Recall programs for industry, was developed without baseline information. It was set at a high but practical level that was acceptable to the Commission.

Future program evaluations. Injury and death reduction strategic goals will have two types of evaluations: yearly tracking of injuries and deaths at the hazard level and evaluations of injury and death reductions associated with specific products at appropriate time intervals. The timing for evaluating injury and death reductions depends, in part, on how long consumers keep specific products. Evaluations at the product level will be conducted when consumers are expected to have replaced a substantial proportion of older products with safer products. We derive estimates of the extent to which safer products have replaced older products using our Product-Life Model.

Customer service/customer satisfaction goals also will have two types of evaluations: (1) tracking of customer service standards and activities and (2) assessments of consumers and industry. Tracking will be evaluated annually, while assessments are planned to be implemented on a cycle of every three years, starting in 1999. An overall plan for future evaluations is provided in Table B. The schedule for evaluations planned to date is listed below by strategic goal.

A. Reducing head injuries to children

1999: Bicycle-related head injuries
2000: Baby walker-related head injuries
2001: Playground Injuries

B. Maintaining the low death rate from unintentional poisonings (PPPA)

1999: Tracking of child poisoning deaths
2000: Tracking of child poisoning deaths
2001: Tracking of child poisoning deaths

C. Reducing Fire-Related Deaths

1999: Portable electric heater-related fire deaths
2000: Cigarette lighter-related fire deaths
2001: Halogen lamp-related fire deaths

D. Reducing CO Poisoning Deaths

1999: Tracking CO detectors sold
2000: Tracking CO detectors sold
2001: Camp Heaters Conformance to Voluntary Standard

E. Reducing Electrocution Deaths

1999: Hair dryer-related electrocution deaths
2000: Power tool-related electrocution deaths
2001: Extension cord-related electrocution deaths

F. Assessments by Industry

1999: Fast-Track; Ombudsman
2001: Fast-Track; Ombudsman

G. Customer Satisfaction

1999: Hotline, Clearinghouse, State Partners
2001: Hotline, Clearinghouse, State Partners

Table B
Schedule of Evaluations

Strategic Goals	Issues	General Scope	Procedures	
			Method	Time
Hazards Child Head Injuries PPPA Fire Carbon Monoxide Electrocutions	Reduce or prevent an increase in the rate of injury or death	National estimates of injuries or deaths	1. Hazard Surveillance (NEISS, NFIRS, NCHS)* 2. Evaluation of specific products – tracking before/after studies.	1. Annually 2. As appropriate
Informing the Public Web Site <i>Consumer Product Safety Review</i> Hotline	1. Increased use by the public of Web Site, and the <i>Review</i> ; 2. Maintain use of the Hotline	Population of users	Computer tracking and subscription information	Annually
Customer/Industry Services Hotline Clearinghouse State Partners Industry	1. Timeliness standards met 2. Satisfaction with CPSC's services	1. Population of users 2. Random sample of users	1. Logs 2. Interviews; mail surveys	1. Annually 2. Every 3 years

*National Electronic Injury Surveillance System (NEISS), National Fire Incident Reporting System (NFIRS), National Center for Health Statistics (NCHS).

VII. Verification and Validation

This section describes the means by which we will verify and validate the results of our annual performance measurement. Each annual goal was set by targeting or projecting a number of activities to be completed in 2001.

We provide a complete list of performance measures with corresponding databases and verification procedures in Table C. We also provide further descriptions separately for: (A) goals set for reducing product-related injuries and deaths for each of the three core functions (Hazard Assessment and Reduction, Compliance, and Consumer Information) and (B) service quality/customer satisfaction goals.

A. Annual Goals for Reducing Injuries and Deaths

1. Function: Hazard Assessment and Reduction

- *Targeted performance goals for: (a) rulemaking activities, (b) recommendations sent to voluntary standards groups, national or international code groups, and (c) assessments completed (hazard analyses, data collection, technical feasibility studies).*

Performance measures: The number of completed activities in each category.

Database: Milestone tracking systems record the completion dates for significant activities, such as Commission briefings, recommendations sent to voluntary standards committees, and completed reports.

Verification: Review by senior managers and a formal clearance process, resulting in publicly available, official, dated documents.

2. Function: Compliance

- *Projected performance goals for recalls and corrective actions for unregulated products.*

Performance measures: The number of recalls and corrective actions completed, business days to implement a recall, and business days for final approval of all notification actions for both Fast-Track and traditional cases.

Database: The Compliance Corrective Actions (CCA) database tracks these performance measures.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers and Commissioners in monthly meetings.

- *Projected performance goals: (1) violations and recalls for regulated products and (2) voluntary standard conformance by hazard area.*

Performance measures: The number of violative products identified and regulated products recalled.

Database: CPSC's Integrated Field System (IFS) is used to track violations and recalls for regulated products and the monitoring of conformance to voluntary standards.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers and Commissioners in monthly meetings.

3. Function: Consumer Information

- *Projected performance goals for number of press releases by hazard area.*

Performance measures: Number of press

releases for each hazard.

Database: The Press Release (PRE) database records all press releases issued by the Commission by hazard area. They are placed on our web site the day they are issued.

Verification: Check a random sample of press releases for written description of the hazard.

- *Performance goals for Video News Releases.*

Performance measures: Number of video news releases by hazard area.

Database: All information about video news releases is tracked in the Video News Release (VNR) file log, both for VNRs developed with our resources and those produced by manufacturers in cooperation with us.

Verification: The number of VNRs and related information are reported to us through communications contractors who distribute the VNRs to television stations by satellite. Check of contractor reports with database information.

- *Performance goals: for responding to the public's request for publications. [Note that each CPSC publication has been classified by the hazard addressed.]*

Performance measures: Number of publications with safety information in each hazard area.

Database: The Inventory of Publications database tracks the number of each publication distributed to requestors.

Verification: This information is reported to us by the Department of Health and Human Services that stores and distributes

our publications. Check of hard copy with database information.

B. Annual goals for service quality and customer satisfaction.

Function: Consumer Information

- *Performance goals for contacts with the public and timeliness of CPSC actions.*

Performance measure: The number of web site contacts, subscriptions to the *Review*, Hotline calls, timeliness checks.

Verification: These performance measures are all stored electronically and are either automatically generated by contractors (web and Hotline), or automatically generated through our programming.

- *Performance goals for number of business days for technical review.*

Performance measures: Number of business days for CPSC to provide a technical response to small business callers.

Database: Number of business days is generated automatically in the Ombudsman database.

Verification: Manager review.

- *Performance goals: customer satisfaction and industry assessments.*

Performance measures: Percent of customers satisfied with our services; improvements made based on stakeholders' suggestions.

Verification: standardized surveys and interviews based on census or sample of respondents.

Table C
Verification and Validation of Performance Measures for Annual Goals

Type of Performance Measure	Performance Measure	Database	Verification/Validation
<i>Results-Oriented Goals</i>			
Candidates for Commission consideration	Number of Commission briefing packages	Milestone tracking	Official documents
Voluntary standards development or changes	Number of recommendations	Milestone tracking	Official documents
National codes changes	Number of recommendations	Milestone tracking	Official documents
Model legislation	Number of recommendations	Milestone tracking	Official documents
Hazard/cost analyses, data collection	Number of reports completed	Milestone tracking	Official documents
Technical feasibility studies	Number of reports completed	Milestone tracking	Official documents
Recalls or corrective actions	Number of actions	IFS*	Manager/Commissioner review
Violations and recalls	Number of actions	CCA*	Manager/Commissioner review
Voluntary standards (VS) monitored	Number of VS monitored	IFS, official documents	Manager/Commissioner review
Public education efforts	Number of efforts	Milestone tracking	Official documents
Press releases	Number of releases	PRE*	Official documents
Video news releases (VNR)	Number of VNRs	VNR file log	Contractor report
Publications	Number of requests	Inventory	Contractor report
<i>Service Quality</i>			
Web site	Number of contacts	Web server file log	Automated reports (Contractor)
Outreach to professional organizations	Number of contacts	Log of contacts	Manager review
Maintain Hotline's capacity at 300,000 calls	Number of callers	Hotline Operating System	Automated reports (Contractor)
Improve services	Number of services improved	Milestone tracking	Manager review
<i>Industry Services</i>			
Assess services	Responses of industry callers	Random sample/census	Procedural checks
Meet timeliness standards	Number of standards met	Log of actions	Automated reports
Track performance	Procedures completed	Milestone tracking	Manager review
<i>Consumer Satisfaction</i>			
Meet timeliness customer service standards	Number of standards met	Log of actions	Automated reports
Improve services	Number of services improved	Milestone tracking	Manager review
Survey consumer satisfaction	Ratings by consumers	Random sample	Procedural checks

*IFS = Integrated Field System; CCA = Compliance Corrective Actions; PRE = Press Release database

VIII. Crosscutting Goals

We have a unique mission among federal agencies. We are the only federal agency that identifies and addresses such a wide range of consumer product hazards. One of the tools we use to reduce injuries and deaths include working with other federal agencies to avoid duplication of effort and to more efficiently address health and safety issues.

We identified two federal agencies with similar strategic goals: the Department of Health and Human Services (DHHS) and the Federal Emergency Management Administration (FEMA). Our strategic goal of reducing head injuries to children for a wide range of products is similar to DHHS' goal to reduce bicycle-related head injuries to children. Our strategic goal to reduce residential fire-related deaths is the same as that of DHHS and similar to FEMA's strategic goal to reduce all fire-related deaths. The targets for these strategic goals are consistent among the two agencies. Our other strategic goals are not shared by any other federal agencies.

When we first published our strategic plan, the National Highway Traffic Safety Administration (NHTSA) of the Department of Transportation shared a similar goal with us. CPSC's strategic goal of reducing head injuries to children was similar to NHTSA's to reduce bicycle-related injuries and deaths to children. While NHTSA has not published goals for 2001 (personal communication), it continues to work toward reducing bicycle-related injuries and deaths.

Tables D and E provide an overview of the 2001 annual goals for each agency that makes progress toward the crosscutting strategic goals. Note that the agencies' annual goals are mutually reinforcing and avoid duplication of effort. Our contribution includes developing safety standards; initiating recalls and

corrections of defective products; conducting technical feasibility studies; and issuing press releases, safety alerts, and warnings to increase public awareness of product safety hazards. FEMA, through the U.S. Fire Administration (USFA), collects and provides essential data on residential fires, stimulates new technology, provides training for the fire protection community and conducts public education campaigns relating to fire. DOT, through the National Highway Traffic Safety Administration (NHTSA), "provides national leadership and technical assistance to build advocacy for pedestrian and bicycle safety at the community level."⁷ NHTSA's strategies include preventing bicycle incidents from occurring, examining the market penetration and use of bicycle materials, and participation on a Task Force to reduce childhood injuries and deaths. HHS, through the Centers for Disease Control and Prevention (CDC), supports state and local health departments, academic institutions, community-based organizations for applied research, intervention evaluation, training, and surveillance in injuries.

CPSC has a long history of coordinating its work with that of these and other federal agencies. We have signed Memoranda of Understanding (MOU) with USFA, NHTSA, and CDC. These MOUs provide a framework for inter-agency cooperation and coordination. For example:

CPSC and USFA. We periodically provide support to USFA through briefings on our fire-related projects; guest speakers at the National Fire Academy; and technical advice on fire hazards. USFA provides annual national fire-incident data to us; the results of their program activities related to fire protection and prevention; and suggestions on our project priority-setting activities.

⁷NHTSA: FY1999 Performance Plan (September 1997). Washington, D.C.: U.S. Department of Transportation, p. 95.

CPSC and NHTSA. CPSC and NHTSA share technical information and expertise on bicycle and bicycle helmet safety; jointly develop consumer bicycle safety information; and are jointly researching nighttime bicycle riding safety issues. NHTSA collects data on road-related bicycle deaths that we use to analyze the effectiveness of various safety devices, such as helmets, reflectors and lights. CPSC and NHTSA have joint responsibility for infant carriers that are also certified for use as car seats. We monitor the safety of these products when used as infant carriers outside of motor vehicles.

CPSC and CDC. We participate on CDC's

Advisory Committee for Injury Prevention and Control and CDC's Advisory Committee on Childhood Lead Poisoning Prevention; participate as a major partner in HHS Healthy People Initiative, including monitoring progress on specific targets; provide suggestions for research projects in their grants program; and collect injury data for special studies of interest to CDC. CPSC and CDC work together in formulating injury reduction projects; on education and information materials; and on studies of mutual interest. Currently, CPSC, CDC, DOT and other organizations form the "National Bicycle Safety Network," to jointly address issues associated with bicycle safety.

Table D

**2001 Annual Performance Goals for CPSC and Other Federal Agencies with Crosscutting Strategic Goals
Fire-Related Goals**

<p>CPSC: Reduce the Death Rate from Residential Fires</p> <ul style="list-style-type: none"> ● Prepare for Commission consideration 4 fire-related candidates for final rulemaking or other alternatives. ● Send to Voluntary Standards Committees recommendations to strengthen or develop 6 fire-related voluntary standards. ● Complete 6 data analysis and technical review activities to evaluate the need for, or adequacy of, voluntary standards. ● Pursue for recall or other corrective action an estimated 55 products with fire-related hazards. ● Identify and correct an estimated 400 products that fail to meet mandatory fire safety standards. ● Issue an estimated 45 press releases for recalled products with a fire hazard. ● Issue 5 public alerts or warnings on products with fire hazards (e.g., heating equipment, cigarette lighters). ● Produce video news releases (VNRs) for 5 recalled products. ● Respond to consumer requests for 160,000 publications. 	<p>FEMA: Reduce Loss of Life and Property from Fire-Related Hazards</p> <ul style="list-style-type: none"> ● Update the description and understanding of the national fire problem. Analyze, publish and disseminate related data and information that supports professional decisionmaking by fire and emergency managers and first responders. ● Increase the public awareness of fire hazards and educate the public on fire prevention and mitigation strategies. ● Develop and disseminate potential solutions and strategies for addressing the Nation's fire problem and topical issues such as terrorism through a program or research and technology transfer to enhance the effectiveness and professionalism of emergency managers and first responders. ● Increase the awareness of the nation's fire service and allied professions to emergency response through comprehensive training and education with an emphasis on terrorist incidents. <p>DHHS (CDC): Reduce the Death Rate from Residential Fires</p> <ul style="list-style-type: none"> ● The incidence of residential fire-related deaths will be reduced from 1.4 per 100,000 in 1994 to 1.1 per 100,000 in 2001. ● The proportion of homes with at least one smoke detector on each habitable floor will be increased from 52% in 1993 to 65% in 2001 in CDC funded projects. ● By 2001, recommendations for conducting and evaluating smoke detector promotion programs will be published and disseminated.
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Table E

**2001 Annual Performance Goals for CPSC and Other Federal Agencies with Crosscutting Strategic Goals
Head Injury-Related Goals**

<p>CPSC: Reduce Head Injuries to Children</p> <ul style="list-style-type: none"> ● Send to Voluntary Standards Committees recommendations to strengthen or develop 2 voluntary standards related to preventing head injuries. ● Complete 5 testing and data collection activities related to reducing head injuries. ● Complete 1 technical review activity. ● Pursue for recall or other corrective action an estimated 15 products that present a substantial risk of head injury. ● Identify and correct an estimated 10 products that fail to meet mandatory safety standards and are likely to be involved in head injury. ● Issue an estimated 15 press releases to warn the public about recalled products with a substantial risk of head injury. ● Issue 4 public alerts or warnings for products with head injury hazards (e.g., bicycles, ATVs, infant products, recreational activities). ● Respond to consumer requests for 150,000 head injury-related publications. 	<p>DHHS (CDC): Reduce the number and severity of injuries related to bicycle-related head injuries by:</p> <ul style="list-style-type: none"> ● Increase by 25% in FY 2001, the use of bicycle helmets by child bicyclists in CDC-funded project areas. ● Monitor project progress on traumatic brain injury registries in Colorado and South Carolina, provide technical assistance, document and begin disseminating results. ● Guidelines for the use of population-based registries for collecting follow-up data on disabilities among persons with TBI will be developed by 2002. <p>DOT(NHTSA): Reduce the rate and severity of transportation-related injuries per passenger-mile-traveled and per ton-mile (or vehicle miles traveled).</p> <ul style="list-style-type: none"> ● Emphasize child safety
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APPENDIX A

Summary of CPSC Statutes

When Congress created CPSC through the Consumer Product Safety Act ("CPSA"), it transferred to CPSC the authority to administer several other statutes. The agency oversees five statutes in all and has issued regulations under most of them.

CPSA, 15 U.S.C. 2051-2084. This is CPSC's umbrella statute. It established the agency, defines its basic authority, and provides that when the CPSC finds an unreasonable risk of injury associated with a consumer product it can develop a standard to reduce or eliminate the risk. The CPSA also provides the authority to ban a product if there is no feasible standard, and it gives CPSC authority to pursue corrective actions and recalls for products that present a substantial product hazard. (Generally excluded from CPSA are food, drugs, cosmetics, medical devices, tobacco products, firearms and ammunition, motor vehicles, pesticides, aircraft, and boats.)

FHSA, 15 U.S.C. 1261-1277. The Federal Hazardous Substances Act ("FHSA") applies to hazardous household substances and requires that such substances be labeled as provided in the statute. This is the principal statute under which CPSC regulates children's products. The Commission can determine by regulation that a toy or children's article that presents an electrical, mechanical, or thermal hazard is a hazardous substance. The statute itself provides that a toy or children's article that is or contains a hazardous substance is automatically banned. Thus, when the Commission issued a rule declaring toys and small parts to be hazardous substances, such toys were banned automatically. The Commission can issue regulations to ban other household hazardous substances if it finds that labeling would be inadequate to protect the public health and safety.

The Labeling of Hazardous Art Materials Act, 15 U.S.C. 1277, is a 1988 amendment to the FHSA. It requires that producers or repackagers of art materials submit the product's formulation to a toxicologist who will determine if the art material presents any chronic health hazards. If so, the art material must be labeled in accordance with a standard mandated by Congress. The producer or repackager must submit to CPSC the criteria used to determine chronic toxicity and a list of those products that require chronic hazard labeling. All art materials must display a conformance label indicating that they have been reviewed by a toxicologist.

The Child Safety Protection Act, Pub. L. No. 103-267 (June 17, 1994), enacted in 1994 contains essentially three parts. First, it amended the FHSA to ban small balls in toys intended for children under three, and to add labeling requirements for certain toys or games, balls, balloons, and marbles warning purchasers that these items present a choking hazard to young children (effective January 1, 1995). Second, it requires manufacturers, distributors, retailers and importers of these items to report to CPSC when they learn of certain choking incidents involving these products. Finally, the act requires CPSC to review existing voluntary standards for bicycle helmets and develop a CPSC safety standard. (The Commission issued a final standard on March 10, 1998.) Between March 15, 1995 and the time the CPSC- issued final standard took effect (March 10, 1999), bicycle helmets must conform to certain voluntary standards specified in the act.

PPPA, 15 U.S.C. 1471-1476. The Poison Prevention Packaging Act authorizes CPSC to issue requirements for special packaging (child-resistant packaging) for food, drugs, cosmetics, and hazardous household substances. The statute provides for exemptions in certain circumstances.

FFA, 15 U.S.C. 1191-1204. The Flammable Fabrics Act authorizes CPSC to issue standards for fabrics, related materials and products when standards are necessary to protect the public against the unreasonable risk of fire leading to death, personal injury or significant property damage. Examples of standards include the children's sleepwear standard and the standard for flammability of mattresses and mattress pads.

RSA, 15 U.S.C. 1211-1214. The Refrigerator Safety Act dates from 1956. It directed the Department of Commerce to issue a regulation requiring refrigerator doors be opened easily from the inside. Administration of the statute and regulation was transferred to CPSC in 1973.

Appendix B

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